

KAREEM ATTYA SOLIMAN

Personal Data

- **Date of birth** : 1/10/1990
- **Nationality** : Egyptian
- **Marital status** : Married
- **Military service** : Completed
- **Address** : 9th Ahmed Ibn Hanbl ST, Gmal Abdelnaser, El Salam City - Cairo, Egypt
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- **Email** : Kareemsoliman@windowslive.com

Objective

Pursuing a career opportunity where my experience, teamwork abilities, problem solving and interpersonal skills can be used and developed.

Work Experience

- **IT Administrator at eDigits** <https://edigits.net/> (Software House & IT Services Company)
from June 2016 till now
 - Troubleshoot and resolve hardware, connection, printer and software issues reported to the Service Desk.
 - Provide technical assistance and support users remotely
 - Update network applications as required.
 - Maintain daily backup.
 - Troubleshoot and resolve all problems encountered with Hardware and Software.
 - Escalate requests to the appropriate party, as needed.
 - Replace or repair defective parts and equipment.
 - Conduct technology training for new users.
 - Provide support to the Technology team.
 - Conduct briefings and demonstrations for users to enhance system productivity.
 - Attend courses to develop and keep skills and knowledge current.
 - Increase efficiencies, technical ability and interpersonal skills.
 - Perform routine server monitoring and performance benchmarking.
 - Monitor and remove virus, spyware, and other non-authorized software.
 - Complete special projects as requested.
 - Create new users on Elastix IP phone server
 - worked on WD Cloud EX2 Ultra NAS
- **IT Help Desk at AM Group** from November 2014 till June 2016
 - Responsible for providing technical assistance and support related to computer systems, hardware, or software, and determines and implements solution.
 - worked on Lenovo NAS
 - Follow-up Wi-Max installation.
- **Customer Service Representative at Raya Contact Center** from July 2013 till November 2014
 - Receive calls from customers and create complain about his Technical issues to solve it and follow up.

Education

- Bachelor Degree of Computer Science, Information System Management Department from The Higher Institute of Optics Technology, 2011
- Graduation Project Grade: Excellent.

Certificates & Courses

- Technical Support Fundamental (Coursera – Google) 2019
<https://www.coursera.org/account/accomplishments/verify/PKLYW8CLUEAG>
- vSphere (Eng. Ibrahim El Desouke) 2018
- CCNA (Helper) 2013
- MCITP (Helper) 2013
- Network Basics (YAT) 2010

References are available upon request